

# RECORDLINKwriter INSTALLATION NOTES

Thank you for purchasing RECORDLINKwriter. Here are some instructions to get you started. Further information and downloads are available from [www.cohesionsoftware.co.uk](http://www.cohesionsoftware.co.uk).

## CONTENTS

### OVERVIEW

### FINDING YOUR PRODUCT KEY

### SHORT INSTRUCTIONS

### DETAILED INSTRUCTIONS

### GENERAL NOTES

- SYSTEM REQUIREMENTS
- INSTALLING UPDATES
- FAQs
- DISCUSSION FORUM

## OVERVIEW

RECORDLINKwriter consists of two elements. First, RECORDLINK Manager which is installed on the SIMS Server. This element must be registered on-line with your Product Key, after which it governs the availability of licences to the second element, RECORDLINKwriter. This is installed on end-user PCs that are networked to the same SIMS server. RECORDLINKwriter is the functional software that allows the end users to integrate MS Office with SIMS.

## FINDING YOUR PRODUCT KEY

**IMPORTANT: Your Product Key will be emailed to the address provided to your reseller at the time of purchase and copied to the technical contact at your school (The Product Key is provided in the format RW-123456-123456). You will need the key to activate you RECORDLINK products.**

## SHORT INSTRUCTIONS

To get started with RECORDLINKwriter you will need to follow some instructions which are listed in detail below this summary. In general RECORDLINKwriter consist of a Manager that is installed on the SIMS server and RECORDLINKwriter for installation on networked PCs and laptops. The Manager needs to be activated. Downloads and updates are free of charge to licensed users.

1. **Register** your details on [www.cohesionsoftware.co.uk/register.aspx](http://www.cohesionsoftware.co.uk/register.aspx) . This will give you access to download and activate your software.
2. **Sign in** using the email address that you used during the registration process with your chosen password.
3. **Download RECORDLINK Manager** from [www.cohesionsoftware.co.uk/download.aspx](http://www.cohesionsoftware.co.uk/download.aspx) and install it on your SIMS server.
4. **Activate RECORDLINK Manager** on [www.cohesionsoftware.co.uk/activate.aspx](http://www.cohesionsoftware.co.uk/activate.aspx) . For this you will need the Product Key shown above and the Hardware Key taken from your installed RECORDLINK Manager.

5. **Download RECORDLINKwriter** from [www.cohesionsoftware.co.uk/download.aspx](http://www.cohesionsoftware.co.uk/download.aspx) and install it on the SIMS client PCs on which you wish to use the software.

You are then ready to go with user tips available at <http://www.cohesionsoftware.co.uk/faqs.aspx> and a discussion forum for end users at <http://www.cohesionsoftware.co.uk/forum> .

#### **IMPORTANT NOTES**

1. **IF YOU ARE RENEWING A LICENCE AND HAVE ALREADY INSTALLED ALL ELEMENTS THEN YOU ONLY NEED TO PERFORM STEP 4**
2. **If you are running MS Office 2003 you will need to install the Microsoft patch KB907417 which is missing from SP3 despite being listed. Click here for a link to download.**

#### **DETAILED INSTRUCTIONS**

1. REGISTER

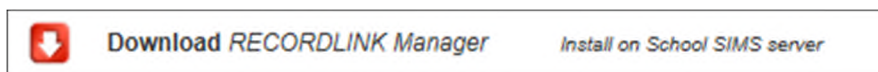
You need to register your details to sign-in and then download and activate your software. We need your details to keep you up to date with new releases that keep you in step with changes in SIMS. During registration you can opt to receive occasional hints and tips plus details of software releases. Anyone can register and we recommend end users at your school be encouraged to do so. We will not pass on any details to third parties and will not bombard anybody with unwanted information. To register, fill in the form at [www.cohesionsoftware.co.uk/register.aspx](http://www.cohesionsoftware.co.uk/register.aspx).

2. SIGN IN

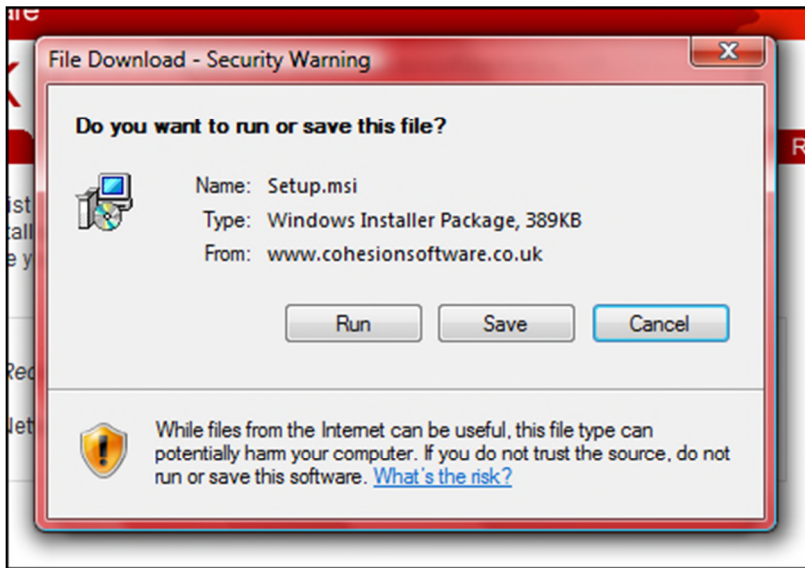
You need to sign-in before you can download and activate your software for the first time. Simply enter your details at <http://www.cohesionsoftware.co.uk/signin.aspx> using the email address that you supplied during registration and your chosen password.

3. DOWNLOAD & INSTALL RECORDLINK Manager

Download RECORDLINK Manager from [www.cohesionsoftware.co.uk/download.aspx](http://www.cohesionsoftware.co.uk/download.aspx) by clicking on this link;



In the following pop-up you can choose to Run the installer or Save it to a location to run it later.

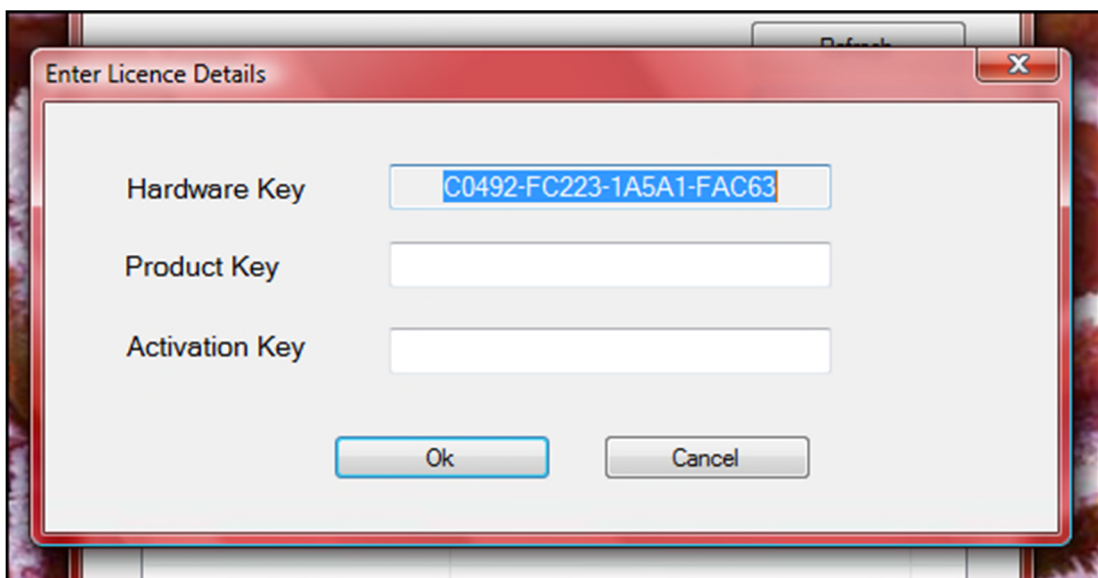


This application *must* be installed on the SIMS server. Local administrator privileges are required. Please contact your SIMS support team or your network manager if you are unsure.

#### 4. ACTIVATE

You will need to enter the Hardware Key taken from the installed RECORDLINK Manager and the Product Key taken from your original email from Cohesion. This will give you an Activation Key to paste into the RECORDLINK Manager that will activate it.

To Find the Hardware Key open RECORDLINK Manager. Navigate to the manager from the C:\Program Files\Cohesion Software Ltd\RecordLink Manager. **Right click the manager and Run as Administrator.** Select 'Configure' which will open the activation screen;



- Copy the Hardware Key and go to [www.cohesionsoftware.co.uk/activate.aspx](http://www.cohesionsoftware.co.uk/activate.aspx) .
- Paste in the Hardware Key in the field marked Hardware Key.
- Copy the Product Key from your email and paste it into the website field marked Product Key.

- Paste the same Product Key into the Manager field marked Product Key.
- On the website select Activate. This will return an Activation Key.
- Copy the Activation Key and paste it into the Manager.
- Select OK to activate.

#### 5. DOWNLOAD & INSTALL RECORDLINKwriter

You can install RECORDLINKwriter on as many SIMS client PCs as you wish. However the maximum number of active seats will be restricted by RECORDLINK Manager according to the number of concurrent seats you have purchased with your licence.

RECORDLINKwriter is available for download from [www.cohesionsoftware.co.uk/download.aspx](http://www.cohesionsoftware.co.uk/download.aspx). Local administrator privileges are required. Select the 32 bit/64bit download according to your flavour of MS Office.



In the following pop-up you can choose to Run the installer or Save it to a location to run it later.



To install on the PC you are using hit Run. If you are prompted, allow the software to run if you have authorisation to do so on your network.;

To install on other PCs select Save and browse to your chosen location. You will need to transfer the saved file to the other PCs or install with group policy.

You will be taken through a wizard that is self explanatory. During this process you can choose to change the folder for installation. We recommend that you do not change this folder unless you are sure of what you are doing.

If you do not have the correct permissions or authority you will need to contact your network administrator. RECORDLINKwriter will not function before the Manager is installed and activated and SIMS must be loaded on the PC for RECORDLINKwriter to function.

#### 6. HOUSEKEEPING

Set the manager service to restart in all three instances. To do this go to Control Panel/System and Security/Administrative Tools and select Services. Right click on RecordLink Manager. Select Properties then Recovery. Set all three instances of action on failure to Restart the Service. This will ensure the manager service runs.

If you experience problems with RECORDLINKwriter it is always worth checking the service is running and restart if not.

## **GENERAL NOTES**

### SYSTEM REQUIREMENTS

You will require the following system elements before installing RECORDLINKwriter:

- SIMS November 2007 Release or newer.
- Microsoft Office 2013, 2010, 2007 or 2003 with a complete installation, not just typical as this will exclude some of the required .net support. **IMPORTANT NOTE: If you are running MS Office 2003 you will need to install the Microsoft patch KB907417 which is missing from SP3 despite being listed. Click here for a link to download.**
- Microsoft .Net Framework 2 or newer. Click here for a link to download.
- SIMS workstation components

### INSTALLING UPDATES

We will contact all forum members with details of new releases by email.

You can freely download the latest versions of RECORDLINKwriter at any time. **IMPORTANT: Before you install a new version it is necessary to remove the previous version using ADD & REMOVE PROGRAMS, or PROGRAMS & FEATURES if you are using Vista.**

You can add, remove or update RECORDLINKwriter on client PCs at any time without doing anything to the manager.

### FAQs

For updated user notes please visit [www.cohesionsoftware.co.uk/faqs.aspx](http://www.cohesionsoftware.co.uk/faqs.aspx). As common themes emerge from the discussion board they are posted here and shared with all registered users who have opted to receive email notifications.

### DISCUSSION FORUM

Please use the discussion board at [www.cohesionsoftware.co.uk/forum](http://www.cohesionsoftware.co.uk/forum) to poll other users and share your experiences. We hope to see real world examples and share new thinking to stop the wheel being re-invented too often.

There are three specific areas regarding RECORDLINK, eCopy (which uses similar workflows for PDF handling), and a more general forum for Paperless Working.